At Home

Issue 10 November 2014 with CoaguChek® Patient Services

REFRESH YOUR MEMORY

Remember the simple steps for PT/INR testing success found on the next page

Even though testing your PT/INR with the CoaguChek® XS meter is quick and easy, it's still important to remember all of the steps. This month's newsletter features step-by-step instructions on how to take a test. Keep it with your meter or in a safe place, and you can use it to refresh your memory when it's time for your next test. And with the cold weather fast approaching, it's almost time to set our clocks back, so we've also included instructions on how to change the date on your meter (on the last page), if you need to adjust it for Daylight Savings Time.

YOU CAN REPORT YOUR PT/INR TEST RESULTS:

- Online with CoaguChek® Link at CoaguChekLink.com
- Over the phone by calling 1-800-780-0675

TIPS FOR GETTING A GOOD BLOOD SAMPLE

- Warm your hand by holding it under your arm
- Wash your hands in warm, soapy water, then rinse and dry thoroughly before testing
- Gently shake your arm down at your side for about 30 seconds

8 SIMPLE STEPS FOR PT/INR TESTING SUCCESS

Step 1
Insert a test strip into the meter. The meter will power on automatically.

Step 2
A code appears. Check the code displayed against the code printed on test strip vial.*

Step 3
Press the **M** button to **M**ATCH the codes.

Step 4
An hourglass symbol will flash as the meter warms up.

Step 5
When you hear a beep, the meter is ready and a countdown begins. You have 180 seconds (3 minutes) to apply blood to the clear window on the strip.

Step 6
Lance your finger and apply a blood sample until the meter beeps.

Step 7
The meter will beep again and your result will appear.

Step 8
Report your results to CoaguChek Patient Services online or over the phone.

For more detailed instructions, please refer to your *CoaguChek XS User Manual for Self-Testing*. If you have any questions, you can call Roche Technical Service at 1-800-428-4674, 24 hours a day, 7 days a week.

*Note: This assumes you have already set up the meter with the correct date and time and you have inserted the code chip that was included with your test strips.

AT YOUR SERVICE

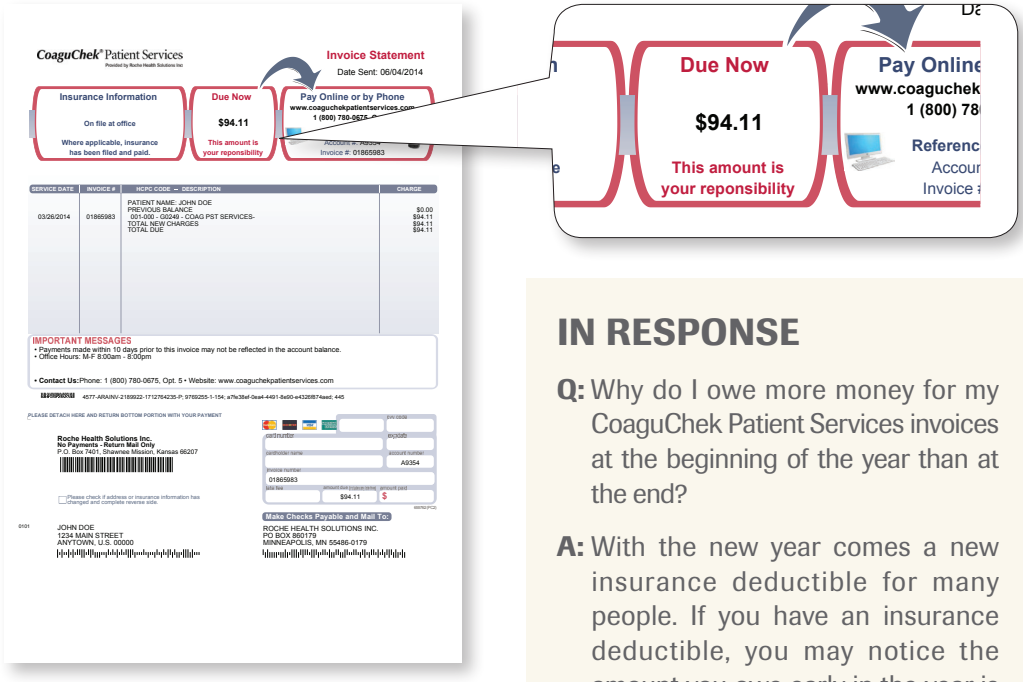
Countdown to the holiday season: Keep your testing on schedule

The holiday season is right around the corner. Please note that CoaguChek Patient Services will be closed for a few days to celebrate with our families. If our office is closed on your regular reporting day, please remember to report your PT/INR test results the day before or on the following business day. From everyone here at CoaguChek Patient Services, we wish you all a very happy holiday season.

Dates of closure are marked in red:

NOVEMBER						
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23 30	24	25	26	27	28	29

DECEMBER						
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	



IN RESPONSE

Q: Why do I owe more money for my CoaguChek Patient Services invoices at the beginning of the year than at the end?

A: With the new year comes a new insurance deductible for many people. If you have an insurance deductible, you may notice the amount you owe early in the year is more than you've been paying lately. Your share of costs for your PT/INR testing will be lower once your 2015 deductible has been met.

WORDCHEK

Figure out which letters of the alphabet match up to the numbers below each blank space in the cryptogram puzzle below. We've given you a head start with the letters "E" and "Y"—can you guess the rest to solve the puzzle? If you're stumped, the answer can be found online at coaguchekathome.com

A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
				18																				8	

	E		E			E									E	Y					E		E		
20	18	12	18	12	19	18	20	14	7	15	5	4	1	23	18	8	7	3	20	12	18	14	18	20	

				E		Y		E			E		Y		Y		E								
19	4	14	14	18	20	8	18	24	18	20	8	8	18	4	20										

DON'T FALL BEHIND: FOLLOW THIS TIMELY ADVICE

Don't forget to change the batteries in your CoaguChek XS meter so you can keep testing smoothly. If you live in an area that observes Daylight Savings Time (DST), change your batteries on Sunday, November 2, before resetting the time and date on your meter. For the best results, your meter's battery should be changed at least once every year.

If you need to reset the date and time on your meter, follow these steps:

CONFIRM TODAY'S DATE

1. If today's date is correct, simply press SET 3 times to confirm it, then press SET one more time to confirm that you want the time setting format to be 12-hour (versus 24-hour or military time).

RESET THE TIME

1. Press SET, then press M to change the hour.
2. Repeat to change the minutes (if necessary).
3. Press SET, then power the meter off.

Questions? Consult your *CoaguChek XS User Manual for Self-Testing* for more detailed instructions or contact technical service.

Sign up online at coaguchekathome.com to have this FREE Newsletter e-mailed to you! You can also read past issues.

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